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10/622,332	07/18/2003	Steven M. Kaye	F-661	4827
7590 Pitney Bowes Inc. Intellectual Property & Technology Law Department 35 Waterview Drive P. O. Box 3000 Shelton, CT 06484			EXAMINER VUU, HENRY	
			ART UNIT 2179	PAPER NUMBER
SHORTENED STATUTORY PERIOD OF RESPONSE			MAIL DATE	DELIVERY MODE
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Please find below and/or attached an Office communication concerning this application or proceeding.

If NO period for reply is specified above, the maximum statutory period will apply and will expire 6 MONTHS from the mailing date of this communication.

Office Action Summary

Application No.

10/622,332

Applicant(s)

KAYE ET AL.

Examiner

Henry Vuu

Art Unit

2179

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 18 July 2003.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-26 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-26 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 18 July 2003 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
2. ☐ Certified copies of the priority documents have been received in Application No. _____.
3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO/SB/08)
Paper No(s)/Mail Date 7/18/2003.
- 4) ☐ Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____.
- 5) ☐ Notice of Informal Patent Application
- 6) ☐ Other: _____.

DETAILED ACTION

Claim Objections

Claim 21 is objected to because of the following informalities: Claim 21 is objected to because the word "us" is a typographical error, instead the word should be corrected to "use". Appropriate correction is required.

Claim Rejections - 35 USC § 101

35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

Claims 24 – 26 are rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter. Claims 24 – 26 claims "computer software" embodied in a computer-readable media, wherein the computer-readable media includes non-statutory media, such as downloadable software from a service bureau via Internet as described in Applicant's specification (see e.g., page 4 of Specification, para. [0012]). Applicant's specification further teaches the computer-readable media "maybe" available in the form of a compact disk, wherein the Applicant does not specifically exclude carrier waves, transmission signals, or the like (see e.g., page. 4 of Specification, para. [0012]).

Claim Rejections - 35 USC § 102

Art Unit: 2179

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

Claims 1, 3 – 7, 9, 11, 13 – 17, 19, 21, 22, 24, and 25 are rejected under 35 U.S.C. 102(e) as being anticipated by Matthews et al. (Publication No. 2004/0139156).

As to independent claim 1, Matthew et al. teaches:

A method of helping a person (see e.g., para. [0016], lines 1 – 3; i.e., person to person technical solution and assistance) to use or prepare to use (see e.g., para. [0021], lines 16 – 18; i.e., to use or prepare to use corresponds to a product manual, wherein a product manual is used to prepare a consumer to use a product) a paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices), comprising the steps of: receiving a call for help from the person (see e.g., para. [0030], lines 5 – 8; i.e., incoming customer calls are routed to skilled and available productivity consultants) to a remote service bureau (see e.g., para. [0020], lines 3 – 6; i.e., the assistance of helping users are provided by human assistants in remote locations); checking a user profile of the person (see e.g., para. [0023], lines 20 – 25; i.e., the user profile of the person corresponds to preferred

Art Unit: 2179

language of the user, product knowledge, product previously inquired, and product knowledge); checking an equipment profile of the person (see e.g., para. [0028]; i.e., the equipment profile corresponds to the unique identifier, which can be the serial number or model number of the product); and providing interactive assistance from the remote service bureau to the person (see e.g., para. [0030], lines 13 – 15; i.e., interactive assistance corresponds to two way video, telephony, chat and/or e-mail support), in response to the call (see e.g., para. [0030], lines 6 – 8; i.e., incoming call from users are routed to the appropriate skilled productivity consultant), wherein the interactive assistance is based at least partly upon the user profile and the equipment profile (see e.g., para. [0030], lines 1 – 8; i.e., customer profiles are created to match appropriate skilled productivity consultants in order to diagnose or support the user).

As to dependent claim 3, Matthews et al. teaches:

The method of claim 1, further comprising the step of receiving a video uplink from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., the human assistant assists a user requesting for help by updated video link and video signals carrying the assistant's image), in order to provide the interactive assistance based partly upon seeing a visual image from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., a video signal carrying the assistant's image is sent to the computer of the user requesting for help).

As to dependent claim 4, Matthews et al. teaches:

The method of claim 3, further comprising the step of receiving a data uplink from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., the person

Art Unit: 2179

requesting for assistance can be routed to a human assistant, wherein the human assistant can interact with the requester by updated video link), allowing an operator at the remote service bureau to monitor at least one status of the paper processing machine (see e.g., para. [0033], lines 18 – 23; i.e., the direct communication link includes synchronous video, wherein the system allows application sharing and screen sharing of the hardware device).

As to dependent claim 5, Matthews et al. teaches:

The method of claim 1, wherein the method includes the step of sending a remote control signal (see e.g., para. [0041], lines 11 – 19; i.e., the sending of a remote control signal corresponds to the assistant requesting to remotely control the keyboard and cursor movement of the requester) from the remote service bureau to the paper processing machine (see e.g., para. [0041], lines 11 – 19; i.e., the assistant may request for remote control of the keyboard entries and cursor movements, which then allows the assistant to remotely control one or more applications currently active), for remotely operating or adjusting the paper processing machine (see e.g., para. [0041], lines 11 – 19; i.e., once the remote control request is granted to the assistant, the assistant is able to remotely control applications, such as operating and adjusting devices).

As to dependent claim 6, Matthews et al. teaches:

The method of claim 1, wherein the user profile (see e.g., para. [0028], lines 4 – 7; i.e., the user profile corresponds to creating a record or user profile) or the equipment profile (see e.g., para. [0028], lines 1 – 4; i.e., the equipment profile corresponds to the unique

Art Unit: 2179

identifier, wherein the unique identifier includes the serial number or model number of the hardware device) or both or parts thereof are sent with the call to the remote service bureau (see e.g., para. [0028]; i.e., the unique identifier and user record or profile are sent and stored as a function at the information provider organization).

As to dependent claim 7, Matthews et al. teaches:

The method of claim 1, wherein the user profile or the equipment profile or both or parts (see e.g., para. [0028], lines 4 – 12; i.e., the record corresponds to user information and unique identifier) thereof are stored at the remote service bureau between calls for assistance (see e.g., para. 0023], lines 12 – 14; i.e., the user identifier is matches to a record stored at the remote service bureau, wherein the record corresponds to the user profile, or equipment profile or both or parts).

As to dependent claim 9, Matthews et al. teaches:

The method of claim 1 wherein all communication between the person's location and the remote service bureau is accomplished via two respective personal computers (see e.g., para. [0016], lines 18 – 26; i.e., the human assistant maybe seated at a computer device, wherein the updated video link carrying the assistant's image is sent to the help requester's computer) linked by the Internet (see e.g., para. [0016], lines 12 – 15; i.e., the program establishes an Internet connection over a network to assist users requesting for help).

As to independent claim 11, Matthew et al. teaches:

A system for helping a person (see e.g., para. [0016], lines 1 – 3; i.e., person to person technical solution and assistance) use or prepare to use (see e.g., para. [0021], lines 16

Art Unit: 2179

– 18; i.e., to use or prepare to use corresponds to a product manual, wherein a product manual is used to prepare a consumer to use a product) a paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices), comprising: a user terminal at the person's location (see e.g., para. [0016], lines 23 – 24; i.e., computer of the help requester); an operator terminal (see e.g., para. [0016], line 18 – 19; i.e., human assistant computer device) at a remote service bureau (see e.g., para. [0020], lines 3 – 6; i.e., the assistance of helping users are provided by human assistants in remote locations), responsive to a call for help from the user terminal (see e.g., para. [0030], lines 5 – 8; i.e., incoming customer calls are routed to skilled and available productivity consultants), the operator terminal having capacity to access a user profile (see e.g., para. [0023], lines 20 – 25) and an equipment profile (see e.g., para. [0028]), and the operator terminal also having capacity to provide interactive assistance to the user terminal based at least partly upon the user profile and the equipment profile (see e.g., para. [0030], lines 1 – 8; i.e., customer profiles are created to match appropriate skilled productivity consultants in order to diagnose or support the user).

As to dependent claim 13, Matthews et al. teaches:

The system of claim 11, wherein the user terminal is equipped with a video camera (see e.g., para. [0065], lines 13 – 15; i.e., the video camera corresponds to the digital device installed on the end-users terminal) for providing a video image to the operator terminal

Art Unit: 2179

(see e.g., para. [0030], lines 13 – 15; i.e., the interaction of productivity consultant and user requesting for help can include live two way video), and wherein the interactive assistance is based at least partly upon the video image from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24; i.e., a video signal carrying the assistant's image is sent to the computer of the user requesting for help).

As to dependent claim 14:

Claim 14 incorporates substantially similar subject matter as claimed in claim 4, and are respectfully rejected along the same rationale.

As to dependent claim 15:

Claim 15 incorporates substantially similar subject matter as claimed in claim 5, and are respectfully rejected along the same rationale.

As to dependent claim 16:

Claim 16 incorporates substantially similar subject matter as claimed in claim 6, and are respectfully rejected along the same rationale.

As to dependent claim 17, Matthew et al. teaches:

The system of claim 11, further comprising a database (see e.g., para. [0065], lines 26 – 28; i.e., the database includes previous profiles used to appropriately route incoming calls to productivity consultants) at the remote service bureau wherein the user profile or the equipment profile or both or parts thereof are stored (see e.g., para. 0023], lines 12 – 14; i.e., the user identifier is matches to a record stored at the remote service bureau, wherein the record corresponds to the user profile, or equipment profile or both or parts).

Art Unit: 2179

As to dependent claim 19:

Claim 19 incorporates substantially similar subject matter as claimed in claim 9, and are respectfully rejected along the same rationale.

As to independent claim 21, Matthews et al. teaches:

A user terminal (see e.g., para. [0016], lines 18 – 19; i.e., the human assistant is seated at a computer device) for helping a person (see e.g., para. [0016], lines 18 – 19; i.e., a person requesting for help is routed to an assistant seated at a computer device) use or prepare to use (see e.g., para. [0021], lines 16 – 18; i.e., to use or prepare to use corresponds to a product manual, wherein a product manual is used to prepare a consumer to use a product) a paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices), comprising: a communication port for receiving interactive assistance from a remote service bureau (see e.g., para. [0016], lines 19 – 24; i.e., those skilled in the art would appreciate that an updated video link carrying the assistant's video signal and image will include a communication port for receiving interactive assistance); and a video camera port for receiving a video image from a video camera at the person's location (see e.g., para. [0065], lines 13 – 15; i.e., the video camera corresponds to the digital device installed on the end-users terminal, wherein those skilled in the art will appreciate that a video port is associated with a video camera for receiving video images), wherein the interactive assistance is based at least partly upon a user profile of the person (see e.g.,

Art Unit: 2179

para. [0028], lines 4 – 7; i.e., the user profile corresponds to creating a record or user profile), upon information about the paper processing machine in an equipment profile of the person (see e.g., para. [0028], lines 1 – 4; i.e., the equipment profile corresponds to the unique identifier, wherein the unique identifier includes the serial number or model number of the hardware device), and upon the video image (see e.g., para. [0016], lines 18 – 30).

As to dependent claim 22, Matthews et al. teaches:

The user terminal of claim 21, wherein the user terminal further comprises at least one machine port (see e.g., para. [0041], lines 11 – 19; i.e., the sending of a remote control signal corresponds to the assistant requesting to remotely control the keyboard and cursor movement of the requester, wherein those skilled in the art will appreciate connecting to the end-user terminal includes a machine port) for operatively connecting the user terminal to the paper processing machine (see e.g., para. [0041], lines 11 – 19), and wherein the interactive assistance comprises remote control signals (see e.g., para. [0041], lines 11 – 19; i.e., the assistant may request for remote control of the keyboard entries and cursor movements, which then allows the assistant to remotely control one or more applications currently active) that remotely operate or adjust the paper processing machine (see e.g., para. [0041], lines 11 – 19; i.e., once the remote control request is granted to the assistant, the assistant is able to remotely control applications, such as operating and adjusting devices).

As to independent claim 24:

Art Unit: 2179

Claim 24 differs from claim 21 only in that claim 24 is an apparatus claim using a computer readable medium (see e.g., para. [0142], lines 5 – 7; i.e., computer readable media 806, which is illustrated as a CD-ROM) containing executable instructions (see e.g., para. [0016], lines 1 – 8 and para. [0290]; i.e., a code sample written in VBScript is used) that when executed causes a processor (see e.g., para. [0016], lines 1 – 8; i.e., a computer is used to execute the program) to perform the steps of claim 21. Thus, claim 24 is analyzed as previously discussed with respect to claim 21 above.

As to dependent claim 25:

Claim 25 differs from claim 22 only in that claim 25 is an apparatus claim using a computer readable medium (see e.g., para. [0142], lines 5 – 7; i.e., computer readable media 806, which is illustrated as a CD-ROM) containing executable instructions (see e.g., para. [0016], lines 1 – 8 and para. [0290]; i.e., a code sample written in VBScript is used) that when executed causes a processor (see e.g., para. [0016], lines 1 – 8; i.e., a computer is used to execute the program) to perform the steps of claim 22. Thus, claim 25 is analyzed as previously discussed with respect to claim 22 above.

Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

Art Unit: 2179

Claims 2, 8, 10, 12, 18, 20, 23, and 26 are rejected under 35 U.S.C. 103(a) as being unpatentable over Matthews et al. (Publication No. 2004/0139156) in view of Boies et al. (Publication No. 2002/0194011).

As to dependent claim 2, this claim is analyzed with respect to claim 1 as previously discussed above. Matthews et al. teaches an interactive assistance (see e.g., para. [0030], lines 13 – 15; i.e., interactive assistance corresponds to two way video, telephony, chat and/or e-mail support) customized in response to an indication in the user profile (see e.g., para. [0030], lines 1 – 8; i.e., a comprehensive customer profile is utilized to match appropriately skilled productivity consultants for technical support of products), and the equipment profile (see e.g., para. [0028]; i.e., the equipment profile corresponds to the unique identifier), comprises information (see e.g., para. [0028]; i.e., the information corresponds to the unique identifier including the products serial number or model number) about the paper processing machine (see e.g., para. [0030], lines 15 – 21; i.e., paper processing machine corresponds to hardware devices as defined by <http://en.wikipedia.org/wiki/Hardware>, wherein those skilled in the art would appreciate that hardware devices include printers, photocopiers, and facsimile devices). Matthews et al. does not specifically mention the user profile contains at least one user disability. Boies et al. teaches user profile containing at least one user disability (see e.g., para. [0010]; i.e., a user profile is used to identify a limitation, which corresponds to a disability of an individual, and the preferred content format to use with the individual). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the interactive assistance customized in response to

Art Unit: 2179

an indication in the user profile, and the equipment profile comprising information about the paper processing machine of Matthews et al. with the user profile containing at least one user disability of Boies et al. because the user profile identifying at least one user disability also includes the preferred information content format to use with the individual (see e.g., para. [0010]; i.e., the user profile containing a disability of visual impairment will cause the format to enhance the audio information).

As to dependent claim 8, this claim is analyzed with respect to claim 2 as previously discussed above. Matthews et al. teaches routing the call to an appropriate operator at the remote service bureau (see e.g., para. [0030], lines 1 – 8; i.e., the profile or record is used to route the incoming call requesting for help to the appropriate skilled productivity consultant), wherein routing the call to an appropriate operator is based at least partly on the user profile (see e.g., para. [0030], lines 1 – 8; i.e., the evolved comprehensive customer profile are used to route incoming calls to the appropriate skilled productivity consultant). Matthews et al. does not specifically mention the user profile indicating at least one user disability. Boies et al. teaches a user profile indicating at least one user disability (see e.g., para. [0010]; i.e., a user profile is used to identify a limitation, which corresponds to a disability of an individual, and the preferred content format to use with the individual). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate routing the call to an appropriate operator at the remote service bureau, wherein routing the call to an appropriate operator is based at least partly on the user profile of Matthews et al. with the profile indicating at least one user disability of Boies et al. because the user profile

Art Unit: 2179

identifying at least one user disability also includes the preferred information content format to use with the individual (see e.g., para. [0010]; i.e., the user profile containing a disability of visual impairment will cause the format to enhance the audio information).

As to dependent claim 10, this claim is analyzed with respect to claim 3 as previously discussed above. Matthews et al. teaches receiving a video uplink from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24), in order to provide the interactive assistance based partly upon seeing a visual image from the person's location (see e.g., Fig. 6 and para. [0016], lines 18 – 24), and a video downlink signal for the interactive assistance provided by the remote service bureau (see e.g., para. [0016], lines 18 – 24; i.e., those skilled in the art would appreciate that a video downlink corresponds to a data transmission from the provider or Internet provider to a subscriber, wherein the help requester receives a updated video link of the assistant's image). Matthews et al. does not specifically teach a video downlink signal for enhancing the interactive assistance provided by the remote service bureau. Boies et al. teaches a video downlink signal for enhancing the interactive assistance provided by the remote service bureau (see e.g., para. [0011]; i.e., the video downlink signal corresponds to enhancing video information for a hearing-impaired user requesting for assistance). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate receiving a video uplink from the person's location, in order to provide the interactive assistance based partly upon seeing a visual image from the person's location, and a video downlink signal for the interactive assistance provided by the remote service bureau of Matthews et al. with the

Art Unit: 2179

video downlink signal for enhancing the interactive assistance of Boies et al. because the output of information requested by the user is dynamically generated to enhance the comprehension of the visual or audio information (see e.g., para. [0011]).

As to dependent claim 12:

Claim 12 incorporates substantially similar subject matter as claimed in claim 2, and are respectfully rejected along the same rationale.

As to dependent claim 18:

Claim 18 incorporates substantially similar subject matter as claimed in claim 8, and are respectfully rejected along the same rationale.

As to dependent claim 20:

Claim 20 incorporates substantially similar subject matter as claimed in claim 10, and are respectfully rejected along the same rationale.

As to dependent claim 23, this claim is analyzed with respect to claim 21 as previously discussed above. Matthews et al. teaches an interactive assistance (see e.g., [0016], lines 18 – 24; i.e., the interactive assistance corresponds to a request routed to a human assistant using live, updated video link for assisting the requester) is customized in response to an indication in the user profile of the person (see e.g., para. [0030], lines 1 – 8; i.e., a comprehensive customer profile is utilized to match appropriately skilled productivity consultants for technical support of products). Matthews et al. does not specifically mention the user profile contains at least one user disability. . Boies et al. teaches user profile containing at least one user disability (see e.g., para. [0010]; i.e., a user profile is used to identify a limitation, which corresponds to

Art Unit: 2179

a disability of an individual, and the preferred content format to use with the individual). Therefore, it would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the interactive assistance customized in response to an indication in the user profile of Matthews et al. with the user profile containing at least one user disability of Boies et al. because the user profile identifying at least one user disability also includes the preferred information content format to use with the individual (see e.g., para. [0010]; i.e., the user profile containing a disability of visual impairment will cause the format to enhance the audio information).

As to dependent claim 26:

Claim 26 differs from claim 23 only in that claim 26 is an apparatus claim using a computer readable medium (see e.g., para. [0142], lines 5 – 7; i.e., computer readable media 806, which is illustrated as a CD-ROM) containing executable instructions (see e.g., para. [0016], lines 1 – 8 and para. [0290]; i.e., a code sample written in VBScript is used) that when executed causes a processor (see e.g., para. [0016], lines 1 – 8; i.e., a computer is used to execute the program) to perform the steps of claim 23. Thus, claim 26 is analyzed as previously discussed with respect to claim 23 above.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Prior art Patent No. 5,933,479 can be applicable and pertinent to applicant's disclosure. Prior art disclosed by Michael al. discloses a video conferencing

Art Unit: 2179

interface unit that is coupled to a second local communication for converting audio and video signals for transmission via a telephone line to a central service site.

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Prior art Patent No. 7,149,936 can be applicable and pertinent to applicant's disclosure. Prior art disclosed by Deshpande al. discloses a videoconferencing application that uses audio and video signals to capture an image of the device that needs to be services in order for the technician to remotely assist adjustments and configurations.

Inquiries

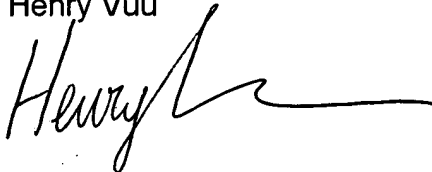
Any inquiry concerning this communication or earlier communications from the examiner should be directed to Henry Vuu whose telephone number is (571) 270-1048. The examiner can normally be reached on 8-5.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Weilun Lo can be reached on (571) 272-4847. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

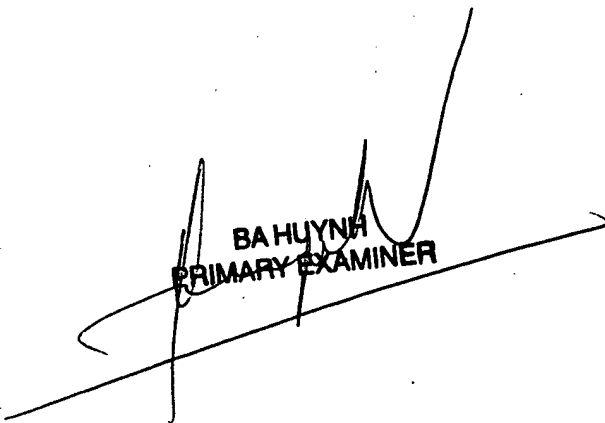
Art Unit: 2179

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free). If you would like assistance from a USPTO Customer Service Representative or access to the automated information system, call 800-786-9199 (IN USA OR CANADA) or 571-272-1000.

Henry Vuu



12/14/2006



BA HUYNH
PRIMARY EXAMINER